

Logistics companies and their personnel experience multiple challenges. Orders need to be processed quickly with a low margin of error. The repetitive character of the job and the required accuracy make the order-picking job unattractive. However, humans remain relevant in the order-picking process. This study focuses on the psychosocial aspects of human factors, which include non-physical work dimensions. Leadership is an important psychosocial factor impacting employee well-being in warehouses. By using a case study approach, this research explores how order pickers experience the impact of leadership behaviour on their well-being at work and how the gender of the leader plays a role in this context. This involves the submission of an extended abstract of an ongoing study. The data collection of this study will be finalised at the beginning of 2025.